



Helplines
Partnership

Feedback & Complaints Policy & Procedure

January 2017

Committed to our Members

Helplines Partnership (HLP) is committed to providing a high quality and responsive service to members and stakeholders. We use the feedback we receive to measure and develop our services. This policy outlines our responsibilities when positive and negative feedback is received which refers to an HLP employee, product, service, event, training or the organisation.

Helplines Partnership (HLP) aims to:

1. Promote best practice by encouraging, recording and acting on all feedback received.
2. Ensure that people can express their opinion in a manner that meets their needs.
3. Acknowledge the importance of feedback and ensure we learn from feedback received.
4. Be a responsive and accountable organisation at all times, responding promptly and appropriately to comments.

How to feedback or make a complaint:

Feedback

If you wish to feedback any comments, you are invited to do so with the relevant Head or Joint Chief Executive responsible. We welcome feedback verbally and by phone, email or letter.

We will acknowledge feedback within seven working days.

Concern or Complaint

If you have a concern or complaint this should be addressed, by email to the respective Joint Chief Executive.

Concerns or complaints will be acknowledged within two working days. You will be notified of the outcome of the investigation and planned action / resolution within a further seven working days and kept informed of progress at all stages.

We ask for the following information:

- A. Name
- B. Organisation
- C. Contact Details
- D. Outline of Concern or Complaint
- E. Specific details provided such as date of occurrence, product, service involved etc.

Who to contact

Membership / Helpline Freephone Range / Member Events	Joint Chief Executive Paula Ojok paula.ojok@helplines.org	Head of Membership Nicola James nicola.james@helplines.org
Training / Quality Standard / Other Products	Joint Chief Executive Peter Chidwick peter.chidwick@helplines.org	Head of Service Delivery Rachael Wyartt rachael.wyartt@helplines.org

Complaints Procedure

- A concern or complaint is received in writing and passed to the Joint Chief Executive responsible for that particular service or who manages the member of staff.

- The Joint Chief Executive acknowledges receipt of the concern or complaint within two working days.

- The designated Joint Chief Executive will lead an investigation into the concern or complaint. The investigation will look into the specifics, liaising with key staff involved and the complainant to ascertain details in order to resolve the issue.
- If the concern or complaint is about the conduct of a member of staff (or if it becomes clear during the investigation that staff misconduct may be a factor), the Joint Chief Executive may invoke HLP's **Disciplinary Procedures**.

- The investigation will be carried out within a further seven working days and the complainant informed, in writing, of the planned action / resolution by the Joint Chief Executive leading the investigation.

- If there are grounds for appealing the decision or the matter is considered by the complainant as unresolved, the Chair of Trustees will review the decision, and may refer the matter back to another Joint Chief Executive for review.

- The judgement of the Chair of Trustees will be made in a further ten working days and the complainant informed within this time of the final decision.

- All communication from HLP and the complainant will be recorded in the Feedback Log and highlighted in the quarterly Board report.

Responsibility

HLP aims to process and resolve feedback promptly, fairly, consistently and effectively as specified in this document. The Head of Administration will maintain a central record of all feedback and the action taken.

Feedback is periodically reported to the Board of Trustees.

Feedback, concern or complaint about member helplines

HLP does not regulate the helpline sector and as such does not deal with complaints involving members.

It is a [condition of membership](#) that helplines must have in place a complaint or feedback policy. Any service users wishing to feedback or complain about a service received from a member helpline should contact the relevant helpline direct.